



# **Traditional and Safety Net Provider as Primary Care Provider Report For Calendar Year 2011**

November 2012

California Managed Risk Medical Insurance Board

Benefits and Quality Monitoring Division





California Managed Risk Medical Insurance Board

## Healthy Families Program (HFP)

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*MRMIB provides and promotes access to affordable coverage for comprehensive, high quality, cost effective health care services to improve the health of Californians.*

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# **Traditional and Safety Net Provider as Primary Care Provider Report for Calendar Year 2011**

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### ***Introduction***

The Managed Risk Medical Insurance Board (MRMIB) provides subscribers in the Healthy Families Program (HFP) with a choice of health plans in accordance with California law<sup>1</sup>. The range of choices available to each subscriber includes health plans that contract with Traditional and Safety Net (T&SN) providers. MRMIB requires plans to annually report on the number of subscribers with T&SN providers as their primary care providers (PCP). This report summarizes plan data for 2011 calendar year.

### ***Background***

MRMIB defines T&SN providers as those who belong to at least one of three categories of providers who have historically served low income and/or uninsured children. The three categories of providers are:

- Providers, except clinical laboratories, participating in the Child Health and Disability Prevention (CHDP) Program.
- Clinics, including community clinics, free clinics, rural health clinics, community hospital-based outpatient clinics, and county owned and operated clinics that serve children in the Medi-Cal program.
- Hospitals designated by the Department of Health Care Services as disproportionate share hospitals, university teaching hospitals, children's hospitals, or county owned and operated general acute care hospitals.

Each year, MRMIB generates a list of T&SN providers based on these categories and uses it in the Community Provider Plan (CPP) designation process. Each plan uses the list to identify which T&SN providers are contracted with the plan, and reports to MRMIB the number of HFP children who have a T&SN provider as their PCP. MRMIB then periodically assesses the extent to which HFP subscribers select T&SN providers for their PCPs.

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<sup>1</sup> Insurance Code Section 12693.37

## Report Methodology

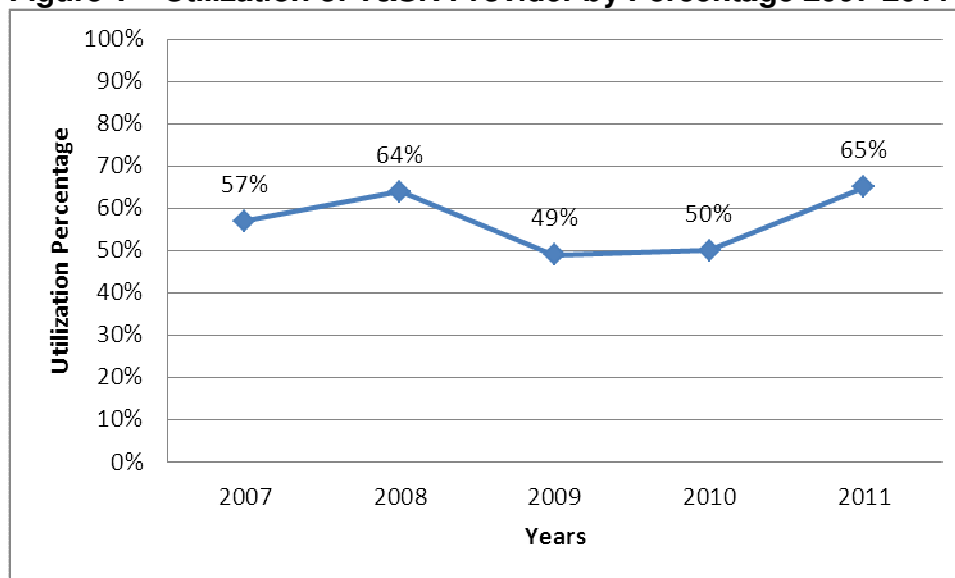
MRMIB requires all HFP health plans to report the number of HFP children who had a T&SN provider as their PCP for calendar year 2011. The health plans were instructed to indicate whether the T&SN provider was assigned by the health plan or selected by the subscriber. MRMIB then linked the health plans' data with data collected from the subscriber's original application or annual eligibility review (through enrollment data obtained from Maximus) to add information related to ethnicity of the member and the primary language of the applicant, usually a parent.

Out of 25 health plans that participated in the HFP during this report period, 21 are included in this report. These plans represent approximately 70 percent of the total HFP enrollment for 2011 calendar year. The plans excluded from the report are Kaiser Foundation Health Plan (Kaiser has a closed system and does not contract with T&SN providers), Anthem Blue Cross EPO, Blue Shield EPO and Health Net EPO (these exclusive provider organization plans do not require HFP subscribers to receive primary care services from a specific primary care provider). The four excluded health plans represent approximately 30 percent of total HFP enrollment.

## Major Findings

- In 2011, more than half (65%) of HFP members enrolled in the 21 plans that reported data received primary care from T&SN providers.
- In 2011, there were more subscribers who selected the T&SN provider themselves than were assigned to a T&SN provider (46% vs.19% respectively).
- Non-whites and members who speak languages other than English utilize T&SN providers at higher rates than Whites or English speaking members.
- All regions had a 10 to 20 percent increase in the use of T&SN providers in 2011.
- T&SN overall utilization rates increased in 2011 by 15 percent compared to 2010 (Figure 1).

**Figure 1 – Utilization of T&SN Provider by Percentage 2007-2011**



### ***Selection/Assignment to a T&SN Provider***

The HFP application allows applicants to select their children's PCPs. HFP provides a network information system available on its website in which members may personally select their PCP by using this tool according to their language preference. All HMO health plans require their members to select or be assigned to PCPs who manage their care.

Administrative policies among plans vary in terms of assignment and/or selection of a PCP. Certain plans require subscribers to select a PCP while others automatically assign one. If the applicant specifies a particular PCP on the application, this information is forwarded electronically to the health plan by the HFP administrative vendor. HMO health plans allow members to change their PCPs on a monthly basis; a small number of HMOs allow PCP changes more frequently.

Table 1 compares the percentage of subscribers who selected a T&SN provider and those who were assigned to a T&SN provider. The plans are listed in order from highest to lowest by the percentage of HFP subscribers who use T&SN providers as primary care providers in 2011.

**Table 1 – 2010 and 2011 Utilization of T&SN Providers**

<b>Health Plan</b>	<b>2010 Subscribers Assigned to T&amp;SN PCP</b>	<b>2010 Subscribers Selecting T&amp;SN PCP</b>	<b>2010 Total T&amp;SN Percentage</b>	<b>2011 Subscribers Assigned to T&amp;SN PCP</b>	<b>2011 Subscribers Selecting T&amp;SN PCP</b>	<b>2011 Total T&amp;SN Percentage</b>
Care 1st	52%	27%	79%	70%	30%	100%
Community Health Plan	60%	11%	71%	88%	12%	100%
Inland Empire Health Plan	7%	93%	100%	11%	88%	99%
Molina	15%	85%	100%	38%	61%	99%
San Francisco Health Plan	8%	82%	90%	11%	84%	95%
Contra Costa Health Plan	41%	39%	80%	44%	51%	95%
Anthem Blue Cross HMO	1%	77%	78%	1%	94%	95%
Alameda Alliance for Health	13%	80%	93%	10%	82%	92%
Community Health Group	78%	17%	95%	72%	19%	91%
Ventura County Health Care Plan	52%	40%	92%	26%	60%	86%
Cen Cal Health	44%	42%	86%	46%	40%	86%
Health Plan of San Mateo	3%	83%	86%	2%	82%	84%
Central Coast Alliance for Health	35%	45%	80%	39%	43%	82%
Kern Family Health	60%	1%	61%	70%	1%	71%
Santa Clara Family Health Plan	4%	68%	72%	4%	56%	60%
Partnership Health Plan	*	*	*	40%	9%	49%
Health Net HMO	22%	12%	34%	3%	36%	39%
CalOptima	0%	35%	35%	0%	34%	34%
Health Plan of San Joaquin	1%	49%	50%	26%	5%	31%
L.A. Care Health Plan	28%	18%	46%	9%	3%	12%
Blue Shield HMO	0%	4%	4%	0%	0%	0%
<b>Overall</b>	<b>21%</b>	<b>29%</b>	<b>50%</b>	<b>19%</b>	<b>46%</b>	<b>65%</b>

\*Data not available.

As Table 1 shows:

- HFP Health Plans have increased T&SN utilization by 15 percent in 2011 compared to 2010. This increase has occurred as a result of significantly higher utilization of T&SN providers within the following plans: Care 1<sup>st</sup>, Community Health Plan, Contra Costa Health Plan, and Anthem Blue Cross HMO.
- Care 1<sup>st</sup>, Community Health Plan, Inland Empire Health Plan, and Molina reported nearly all their subscribers (100%-99%) receive primary care from T&SN providers.
- In 2011, there are more subscribers who selected T&SN providers as their primary care providers than those who were assigned.
- Inland Empire Health Plan continues to report the highest percentage of subscribers who selected T&SN providers for primary care (88% of their total subscribers).
- Community Health Plan reported the highest percentage of subscribers who were assigned to T&SN providers for primary care in 2011.
- L.A. Health Plan and Blue Shield HMO reported the lowest (12% and 0%, respectively) HFP subscribers who receive primary care from a T&SN provider in 2011.

### ***Subscriber Demographics***

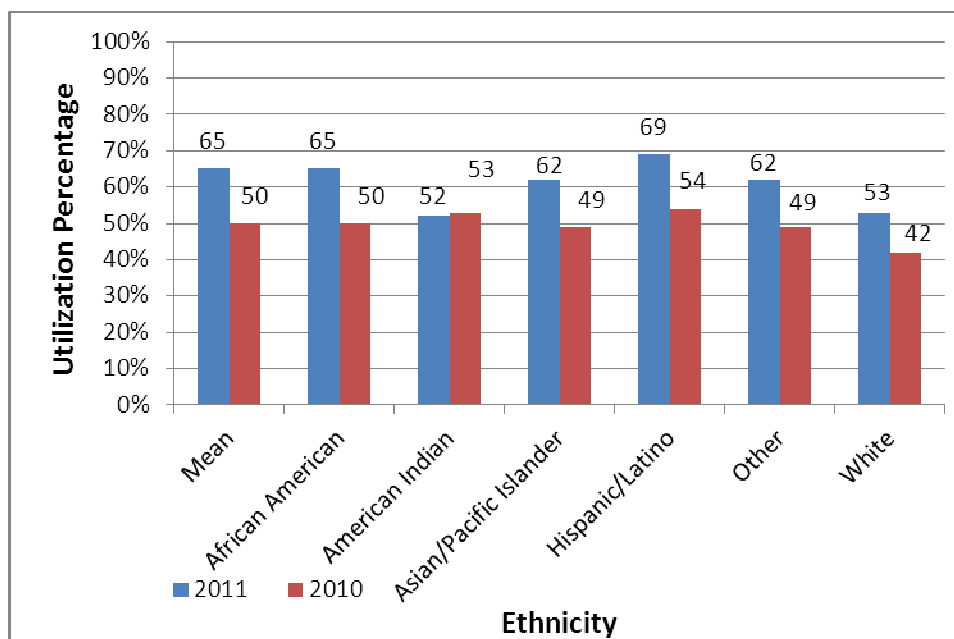
Figures 2 through 4 compare the percentage of subscribers who either were assigned to or selected a T&SN provider by demographic categories concerning subscribers' Ethnicity, Spoken Language, and Region.

- Hispanic/Latino subscribers utilized T&SN providers at the highest rate (69%) among all ethnic groups, exceeding the average of 65 percent for all HFP subscribers.
- American Indians have the lowest rate of subscribers (52%) utilizing T&SN providers.
- Subscribers from the Bay Area and Southern region continue to utilize a T&SN provider at a higher rate than those from other regions.

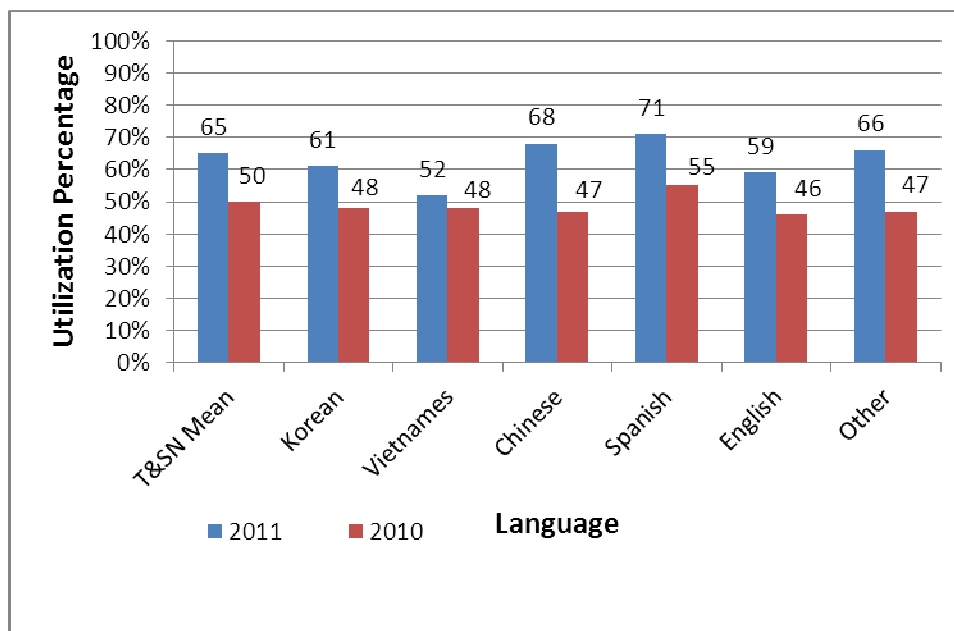
### ***Conclusion***

In 2011, 65 percent of HFP members used T&SN providers for primary care, an increase of 15 percent compared to 2010. Non-whites and members who speak languages other than English utilize T&SN providers at higher rates than Whites and English speaking members. All regions have shown 10 to 20 percent increase in T&SN provider utilization.

**Figure 2 – Utilization of T&SN as PCP by Ethnicity**

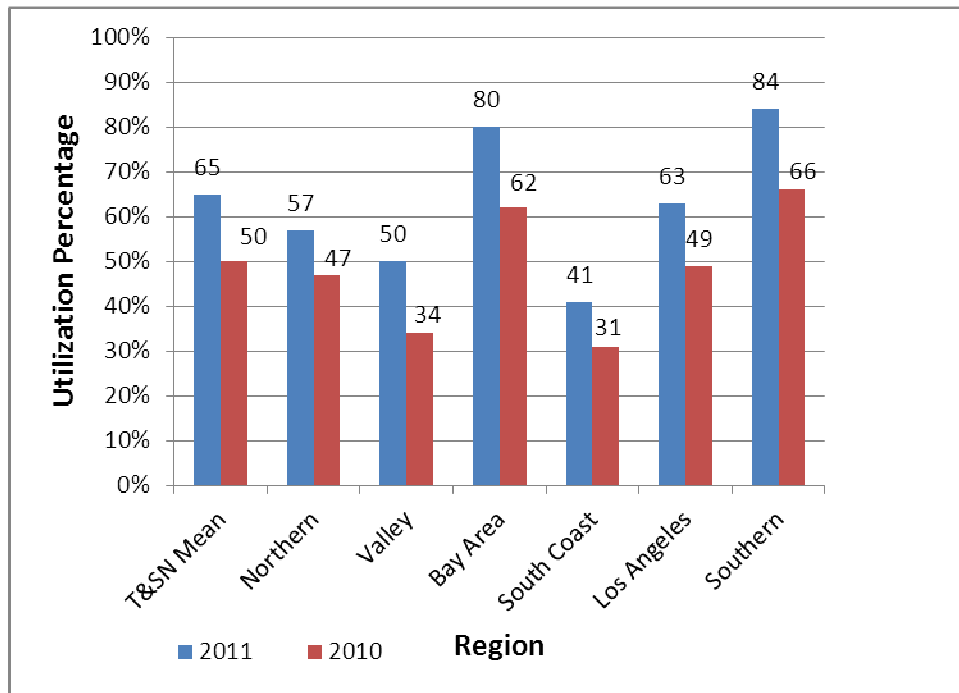


**Figure 3 – Utilization of T&SN as PCP by Spoken Language**





**Figure 4 – Utilization of T&SN as PCP by Region**



**California Counties**

- 1 Northern 31 counties
- 2 Valley 14 counties
- 3 Bay Area 6 counties
- 4 South Coast 3 counties
- 5 Los Angeles
- 6 South 3 Counties